

Deborah.Easterling

240663

From: Deborah.Easterling
Sent: Thursday, November 29, 2012 3:07 PM
To: 'Elizabeth Walles'
Subject: RE: Form Returned: Letter of Protest (Docket 2012-177-WS re. TCWS)

Dear Mrs. Duda,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

From: Elizabeth Walles [mailto:elizabeth_walles@hotmail.com]
Sent: Thursday, November 29, 2012 12:40 PM
To: PSC_Contact
Cc: Elizabeth Walles
Subject: Form Returned: Letter of Protest (Docket 2012-177-WS re. TCWS)

Attachments include: Letter of Protest in Docket 2012-177-WS from Elizabeth W. Duda, 11/29/12 and and three referenced documents:

1. 03/09/12 Letter to TCWS from **eight** dissatisfied TCWS customers
2. 09/2012 Duda-DHEC emails
3. 11/18/12 Duda email to ORS

I did not include the referenced DHEC consent order #09-042-W executed 09/30/09 as I expect you have that in your files.

Thank you,

Elizabeth W. Duda
1081 Palmyra DR.
Tega Cay, SC 29708
Elizabeth_Walles@hotmail.com



* Required Fields

Date: * 11/29/2012

Letter of Protest
in Docket 2012 - 177 - WS

Print

Protestant Information:

Name * Elizabeth W. Duda

Mailing Address * 1081 Palmyra Dr.

City, State Zip * Tega Cau, SC 29708 Phone * 803.547.9539

E-mail

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am yet another customer strongly opposed to any rate increase.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I oppose any proposed rate increase due to my:

1. Dissatisfaction with TCWS customer service (e.g., 03/01/09 five-hour response time to sewer overflow in crowded cove into Lake Wylie – see attached 03/09/09 letter to TCWS from 8 dissatisfied TCWS customers);
2. Inflated expenses due to inefficient operations on which they are basing their case (e.g., water leak in August/September 2012 that took weeks to repair and only was resolved after we involved DHEC – see attached 09/2012 Duda-DHEC emails wasting an estimated 3,800 gallons per DAY – the amount my household might use in MONTH)
3. Dissatisfaction with TCWS telephone agents: Two different telephone customer service agent refused to add me as a contact to manage my account, stating only one contact per household was allowed. ORS elevated my concern at TCWS for me and TCWS added me as a contact - so agent was wrong. (See attached 11/18/11 email to ORS). I am regularly dissatisfied with telephone agents; they are unfamiliar with the Tega Cay territory; there are often long hold times; I have been disconnected and not called back.
4. Distrust of TCWS including the financial information and arguments on which they are basing their case. TCWS has demonstrated disregard for DHEC regulatory requirements so I don't trust them to provide accurate information to PSC (e.g., DHEC consent order 09-042-W officially documents unreported SSOs and violations of discharge permit requirements).
5. So many complaints, so little space...

3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? *

Yes. Well, I'd rather not have to go through this, but I feel so strongly about it that I will.

Tega Cay - Customer "Primary Contact" Complaint

From: **Elizabeth Walles** (elizabeth_walles@hotmail.com)

Sent: Fri 11/18/11 5:05 PM

To: ccampbe@regstaff.sc.gov

Cc: tcwateradvisory@hotmail.com

Hello Mr. Campbell,

I am writing to express my discontent that Utilities Inc. (d.b.a. Tega Cay Water Service, TCWS) does not allow me to manage my account with them. I have multiple times been informed (most recently today) that they only allow one customer contact. That one contact is the only person who may discuss the account with them. My husband and I are joint heads of household; both of us transact household business; we switch off paying bills. Therefore, our water and sewer company should allow us both to, for example, discuss a billing error with them. It creates inefficiencies in our household for me to discover a Utilities, Inc., error, coordinate schedules so that I can discuss it with my husband, so that he can then call the company. I find this TCWS practice to be unacceptable.

Thank you for your consideration.

Sincerely yours,

Elizabeth Duda

1081 Palmyra Drive, Tega Cay, SC 29708

Elizabeth_Walles@hotmail.com

From: Elizabeth Duda PERSONAL EMAIL ADDRESS DELETED
To: maraintr@dhec.sc.gov; aaron.duda@ DELETED; harringc@dhec.sc.gov
Subject: Gauguin leak fixed; dirty water in our house
Date: Thu, 20 Sep 2012 22:43:07 -0400

Hello Tammy,

Thank you for your email and contacting Utilities, Inc. They stopped the leak today. It didn't take them too long - I'd say they were here an hour.

Tonight our water was cloudy (kitchen and bathroom), but I talked to a Utilities, Inc., technician and he said it wouldn't be due to the work they did next door. However, no other houses were reporting dirty water so he didn't have a theory about what could have happened. I ran the water for maybe 15 minutes and the water started looking better (though I think the water was slightly dirty before I put my filthy young sons in it to bathe) but I won't be drinking it for a few days....if I remember. I saved a glass of the dirty water for my husband (and you are welcome to it if you wanted it!).

Best regards,
Liz Duda
PERSONAL EMAIL ADDRESS DELETED

From: maraintr@dhec.sc.gov
Date: Wed, 19 Sep 2012 09:14:50 -0400
Subject: Re: FW: stinky cove water
To: aaron.duda@DELETED; harringc@dhec.sc.gov
CC: Elizabeth Duda

Thanks Aaron,
I spoke with the utility and they will start digging tomorrow to try and locate the leaking area. They said they can not tell as to where the leak originates so it is kinda hit and miss on locating the exact location. As long as the pressure on the line remains above 20 psi then there should be no chance of contamination to the system but you are correct in making sure this is handled in a timely manner. Thanks for your concern and for the follow up on this issue. If you notice anything else odd please feel free to contact us.
Thanks again,
Tammy

On Tue, Sep 18, 2012 at 12:15 PM, <aaron.duda@abbotdowning.com> wrote:
Tammy, I left you a voicemail as well, but understand you are out in the field, so maybe e-mail is better. Utilities Inc came out and found the leak on the property next to us over two weeks ago and have not been out to address the issue. By our calculations, over 3,800 gallons of water is coming out of the pipe per day which seems like a lot of water. Maybe this isn't a ton of water when operating a utility, but we wanted to see if this kind of water leak should deserve more immediate attention. It seems to be causing some erosion issues already as stained soil is making it into drainage pipes and dumping into the lake. I attached a garden hose to direct the water to the lake better to help with the erosion issues before Utilities Inc comes out to fix this. Any guidance from your part would be helpful.

Aaron
Aaron M. Duda
PERSONAL INFORMATION DELETED

This message may contain confidential and/or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, disclose, or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by reply e-mail and delete this message.

Palmyra Drive, Tega Cay, South Carolina 29708

Tega Cay Water Service
110 Queen Parkway
West Columbia, South Carolina 29171-4509
(800) 367-4314
sccustomerservice@uiwater.com

March 9, 2009

Dear Tega Cay Water Service:

On behalf of my family and neighbors, I am writing to request that you address the sewer overflow issues at the sewage lift station and associated manholes at the Lake Wylie cove between Gauguin Lane and Palmyra Drive in the City of Tega Cay. Our issues include:

- Tega Cay has the original clay pipes that break down over time, enabling heavy intrusion when there is rain; this contributes to overflow and severe raw sewage leaks into Lake Wylie, where we swim, fish and get our drinking water.
- You are understaffed during sewage leak emergencies, evidenced by the amount of time it took for the service person to arrive this past Sunday, March 1 during the heavy rain and severe raw sewage leak.

Please let us know your plan and timeline for fixing the issues.

Our concerns arose after a neighbor advised you of the manhole gushing sewage over the yard into Lake Wylie as early as around 2pm yet you did not arrive until sunset, despite several calls from at least three residents reporting this public health issue to Tega Cay Water Service and the police. (I also asked a representative of the Catawba Riverkeeper Foundation how to address the overflow as it was occurring and was advised to call you and the police.) We understand you did not arrive because you were addressing between five and ten other similar calls in Tega Cay, indicating multiple raw sewage leaks in Tega Cay during the heavy rains. Although a week has passed, we continue to be affected by the sewage spill, as we and our children (ages 2-5) regularly walk on the contaminated area to play and socialize, tracking feces and lyme into our play areas and homes.

We understand there have been multiple problems with the Gauguin Drive sewage lift station since its original installation. As such, we are contacting you, the South Carolina Department of Health and Environmental Control, and the City of Tega Cay to determine how to fix this severe, ongoing problem. Also, we recognize that this is a city-wide issue and not just in the one lift station. Thus we acknowledge that it likely will be expensive to address it properly (rather than piecemeal). However, you surely agree that it is worthwhile to ensure public health, given that many people use the lake to obtain drinking water, swim and fish, and we use our yards, including around Tega Cay Water Service manholes, to play

and socialize. We encourage you to address these concerns as quickly as possible and look forward to hearing your plans and timelines to remedy these issues. Thank you very much for your consideration.

Sincerely yours,

Elizabeth Duda on behalf of the families of:

Elizabeth and Aaron Duda, 1081 Palmyra Drive, (803) 547-9539, elizabeth_walles@hotmail.com

David and Kristy Rutherford, 1089 Palmyra Drive, (803) 548-2441, dkr0101@aol.com

Julian and Christine Wiedmann, 1091 Palmyra Drive, (803) 548-2742

Lewis and Martha Hunt, 1092 Palmyra Drive, (803) 548-2733

CC:

Ms. Sylvia Ann Love Proctor, South Carolina Department of Health and Environmental Control,
Bureau of Water, Region 3 Lancaster EQC Office, 2475 DHEC Road, Lancaster, South Carolina
29720, (803) 285-7461, proctoal@dhec.sc.gov

Mayor Bob Runde, City of Tega Cay, (803) 548-3512 extension 128, bobrunde@comporium.net